

**City of Mattoon, Illinois
Job Description**

Title: Ambulance Billing Clerk / Administrative Assistant (Part-Time)

Department: Fire Department

Classification: Non-Exempt

Compensation Range: \$14.00 - \$17.00 per hour, no benefits, < 29 hours a week, < 1000 hours a year
And this position is not part of IMRF.

POSITION SUMMARY:

The Ambulance Billing Clerk / Administrative Assistant is responsible for the accurate and timely billing of ambulance transports. The incumbent is expected to review patient care reports to determine diagnosis and levels of service and accurately bill using the appropriate codes. Will also be expected to perform a variety of general clerical duties in support of Fire Department operations, functions and programs. Receives direct supervision from the Fire Chief.

DISTINGUISHING CHARACTERISTICS:

The Fire Department is a unique office where there are incident and investigative reports, patient care reports, and other highly confidential documents. Administrative Assistants must maintain the strictest confidentiality and adhere to all HIPAA guidelines and regulations.

EXAMPLES OF DUTIES:

- Review and/or determine the appropriate primary source of payment
- Determine the Level of Service to be billed, based on supporting documentation on the Patient Care Report.
- Assign appropriate insurance carrier by utilizing the billing address and/or payer prefix.
- Assign appropriate modifiers based on origin and destination of trip.
- Assign proper condition codes/ICD-9 codes/procedure codes into the billing system
- Prepares paper and electronic claims for submission to the appropriate payer.
- Obtains and submits copies of medical documentation as required or requested by third party payers.
- Identifies services and procedures provided but not adequately documented in the patient care report. Advises provider of documentation deficiencies.

- Analyzes and resolves claim rejections and denials related to coding issues.
- Compiles monthly reports.
- Creates narrative in the billing system to document status of trip for use in the claim appeal process.
- Answers questions from patients, clerical staff and insurance companies.
- Identifies and resolves patient billing questions or complaints.
- Prepare, review and send patient statements.
- Reviews patient accounts for possible assignment; also prepares information for the collection agency.
- Perform various collection actions including contacting patients by phone, correcting and resubmitting claims to third party payers.
- Process payments from insurance companies and prepares a deposit.
- Evaluates patient's financial status and establishes budget payment plans. Follows and reports status of delinquent accounts.
- Perform a variety of routine clerical work including filing, verifying and recording information on records.
- Type and proofread a variety of documents including general correspondence, reports, memos and statistical charts from rough draft, recordings, forms, copy, notes or verbal instruction.
- Act as a receptionist; answer the telephone and wait on the general public, providing routine and general information on departmental and city programs, policies and procedures as required; refer telephone calls to appropriate department personnel.
- Participate in educational activities, seminars, and conventions as directed.
- Compile data for statistical and financial reports; maintain a variety of statistical records; check and tabulate basic statistical data; prepare statistical reports.
- Process personnel, payroll and purchasing information; order and maintain office supplies; resolve errors in orders received and on invoices.
- Perform record keeping for various funds and expenditures; maintain inventory records and other department and program files.
- Perform data-entry and other information into computer.

- Sort and file documents and records, maintain alphabetical, index and cross-reference files.
- Operate a computer, calculator and/or other office equipment.
- Receive, sort and distribute incoming and outgoing correspondence.
- Issue, receive, type and process various documents and forms.
- Bill for and accept payment of fees; maintain and process cash records.
- May sign and distribute form letters.
- Conducts self in accordance with the City of Mattoon's Personnel Code
- Perform related work as required.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of medical billing and collection practices.

Knowledge of basic medical coding and third-party operating procedures and practices.

Skill in the detection of discrepancies in general correspondence, agendas, reports, memos and statistical charts.

Skill in planning and scheduling work to accommodate changing situations of the needs of the customer and the department.

Ability to exercise sound judgment in making decisions and in securing compliance with departmental and city policies and procedures.

Ability to establish and maintain effective working relationships with interdepartmental personnel and the general public.

Ability to investigate complaints, explain requirements and participate in the resolution of problems.

Ability to legibly and accurately annotate pertinent factual data and to prepare clear, concise oral and written reports.

Ability to perform tasks that require stooping, kneeling, visual acuity, depth perception and color vision.

QUALIFICATIONS:

High school degree or equivalent is required. Completion of a Medical Coding/Billing Certification Program or a Certified Ambulance Coder Program is also required. Experience in Emergency Medical Services is preferred.

PHYSICAL REQUIREMENTS:

Incumbent may engage in the following movements: stooping, reaching, pushing, pulling, fingering and grasping; some of which may be repetitive.

Incumbent must sit, stand, and walk for various periods of time while performing the duties of the position.

Hearing and speaking ability sufficient to carry on a conversation with other individuals in person and over the telephone.

Visual ability sufficient to read and complete written correspondence, information on a computer screen, and operate a motorized vehicle.

Exerts up to 20 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects.

Performs highly complex and varied tasks requiring independent knowledge, its application to a variety of situations, as well as exercise of independent judgment.

NECESSARY SPECIAL REQUIREMENT:

Possession of a valid Illinois Class D Drivers License.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.